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BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS

2011 NOV 14 P 3:30

GARY PIERCE, Chairman  
BOB STUMP  
PAUL NEWMAN  
SANDRA D. KENNEDY  
BRENDA BURNS

AZ CORP COMMISSION  
DOCKET CONTROL

IN THE MATTER OF THE APPLICATION OF  
ARIZONA-AMERICAN WATER COMPANY,  
AN ARIZONA CORPORATION, FOR A  
DETERMINATION OF THE CURRENT FAIR  
VALUE OF ITS UTILITY PLANT AND  
PROPERTY AND FOR INCREASES IN ITS  
RATES AND CHARGES BASED THEREON  
FOR UTILITY SERVICE BY ITS ANTHEM/  
AGUA FRIA WASTEWATER DISTRICT, ITS  
SUN CITY WASTEWATER DISTRICT, AND ITS  
SUN CITY WEST WASTEWATER DISTRICT.

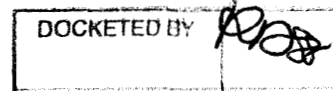
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Arizona Corporation Commission

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My name is Frederick G Botha.

My address is 23024 N Giovota Drive, Sun City West AZ 85375.

I have submitted testimony previously on October 4, 2011.

Consumers require rapid access to water and waste water rates, as well as to the provider's associated costs and income to make informed decisions on any proposed changes.

AAW have such data on their computer and, if they make it available to consumers on their website, they would save consumers, their own staff and anyone else using the information, significant time and costs compared with the current process of manually retrieving the information from the scanned documents stored on their website.

Accessing this information within seconds instead of in hours, days and weeks gives a clear indication of the many thousands of hours and dollars that could be saved.

On November 1, 2011, AAW questioned the value of the web information and the size and cost of such a project - all that is required at this stage is a prototype that would take less than an hour for one of their computer software specialists and that would show the significant practical benefits.

Staff at ACC still have to respond on whether ACC also have rate, cost and income data on

their computer. If so, a similar prototype would be as valuable.

Until I complete such prototypes at a convenient time for AAW and ACC, my testimony on the topic is premature and needs to be postponed to a later hearing. The potential savings in time and costs are too significant to be based on guesswork.

As soon as practical results are available, I will be pleased to discuss them in detail with anyone interested.

Dated November 7, 2011.



Frederick G. Botha.

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